

# Call Analytics: Performance and Reporting tool Powered by Oracle Communications Consulting

Oracle Communications Consulting (OCC) realizes the importance for telecom service providers to completely understand VoIP data to provide uninterrupted services to its customers and is pleased to introduce Call Analytics based on our proven Service Operations Portal platform.

Call Analytics is a powerful tool designed to extract, process, and analyze call data records generated by Oracle Communications Session Monitor and Oracle Session Border Controllers in your networks. By providing deep insights into voice communication traffic, this tool enables operators and administrators to optimize network performance and ensure quality of service. While understanding and interpreting VoIP data is difficult, easy decoding is readily available through the comprehensive network monitoring and analysis capability of Call Analytics.

Call Analytics is an incredible software suite that collects VoIP data and displays it in fully interactive, easy-to-understand graphical and data reporting representations to help users effectively monitor the performance of their VoIP communication network and provide uninterrupted network services and ongoing support to the customer's client base.

## Harness the power of Call Analytics for better VoIP communication network Visibility!

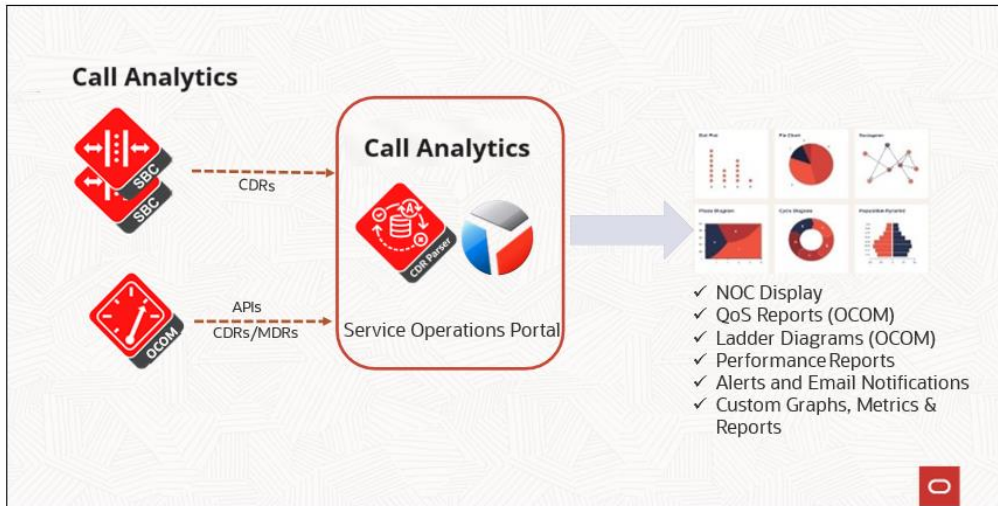
- Visually unlock the power of SBC call detail records (CDRs) and network traffic.
- Access Call Quality Reporting and Long-term Call Ladder Diagram from Oracle Communications Session Monitor (OCSM).
- Create additional graphs and Dashboards from OCSM CDRs.
- Gain comprehensive visibility into voice communication traffic to effectively manage network resources and optimize performance.
- Define intuitive dashboards of summary-level information on key performance metrics related to total calls, voice quality, call duration, and SIP errors.
- Analyze SIP trunking reports for valuable insight into call distribution, duration, and errors on a per-trunk basis.
- Set up custom alerts and other key notifications for critical events.



### Highlights of Call Analytics Solution

- Data Extraction and Call Analysis
- Integrates with EOM/OCOM CDR and MDR
- Integrates and utilizes SBC CDRs
- QoS Reports and Call Ladder Diagram Long Term Storage
- Graphs, Alerts, and Reporting,
- Calls Overview, Total Calls, MOS quality, Custom Reports, MOS Quality per customer, Call Distribution per Customer, Total Call Duration, Average Call Duration, and many more

## Architecture



## Excel your VoIP Services with Oracle Communications Experts!

Created by a highly skilled team of Oracle Consulting solutions experts, Call Analytics is an essential tool for telecommunications operators, enterprises, and service providers to gain actionable insights into voice communication traffic, optimize network performance, ensure quality of service, and enhance security. By leveraging advanced analytics this tool empowers organizations to effectively manage their voice communication infrastructure and deliver superior communication experiences to end-users.

## Key Benefits

- Improved Network Visibility
- Customizable Reporting
- Customizable Dashboards
- Optimized Quality of Service
- Available as an On-Prem or Cloud-Based Service
- Multi-Tenancy Support
- Implements industry-standard security protocols and encryption mechanisms to protect sensitive call data and ensure compliance with regulatory requirements.


## Related Products

- Oracle Communications Session Monitor
- Oracle Communications Session Border Controller

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